FIG. 1

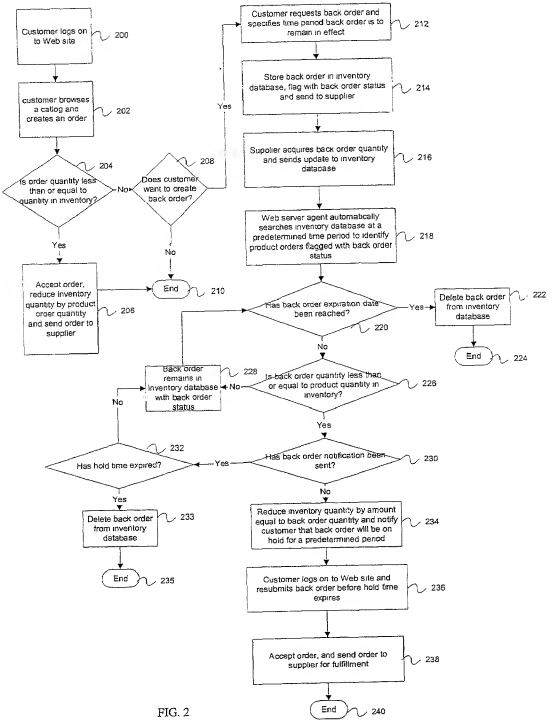
Customer logs on to Web site
200
customer browses a catlog and creates an order
202
Is order quantity less than or equal to quantity in inventory?
204
No
Does customer want to create back order?
208
Yes
No
Yes
Accept order, reduce inventory quantity by product order quantity and send order to supplier
206
End
210
Customer requests back order and specifies time period back order is to remain in effect
212
Store back order in inventory database, flag with back order status and send to supplier
214
Supplier acquires back order quantity and sends update to inventory database
216
Web server agent automatically searches inventory database at a predetermined time period to identify product orders flagged with back order status
218
Has back order expiration date been reached?
220
Yes
Delete back order from inventory database
222
End
224
No
Is back order quantity less than or equal to product quantity in inventory?
226
No
Back order remains in inventory database with back order status
228
No
Yes
Has back order notification been sent?
230
Yes
Has hold time expired?
232
Yes
Delete back order from inventory database
233
End
235
No
Reduce inventory quantity by amount equal to back order quantity and notify customer that back order will be on hold for a predetermined period
234
Customer logs on to Web site and resubmits back order before hold time expires
236
Accept order, and send order to supplier for fulfillment
238
End
240

FIG. 2